



QUICK STEP-BY-STEP GUIDE

- ♦ **How To Register in eTRAC**
- ♦ **How To Log On**
- ♦ **How To Complete an online “Standalone” Trades Permit Application**
- ♦ **How To Pay Permit Fees online**



• How to Register in eTRAC

Go to eTRAC's homepage: <http://etrac.savannahga.gov>

The image shows two screenshots of the eTRAC website. The top screenshot is the homepage with a navigation bar (Home, Permits, Plan Reviews, Inspections, Other Links) and a 'Register' button in the top right corner, highlighted with a red box and an arrow. The bottom screenshot is the 'New User Registration' form. It has two sections: 'User Details' and 'Address Fields'. The 'User Details' section includes fields for First Name (John), Middle Name, Last Name (Doe), Email (jdoelectrical@yahoo.com), Confirm Email, Password (masked with dots), Confirm Password, Company (JDoe Electrical Services), and Phone (912-111-1111). The 'Address Fields' section includes Street Number (2121), Street Name (anywhere), Suite/Unit, Street Type (ST), City (savannah), State (GA), Zip Code (31401), County (chatham), and Address Type (Location). A 'Submit' button is at the bottom right of the form, highlighted with a red box. A red arrow points to the Zip Code field. There are also hints and a 'BTW!' note on the right side of the form.

ATTENTION!

To protect the City and the Contractor, all applicants that are **not** the licensed contractor are required to present a signed **eTRAC Online Registration Request** form from the license holder to Development Services **before** we can approve their on-line registration.

TO REGISTER

On the eTRAC homepage, click "Register" on the upper right hand corner. Complete all fields on the registration form.

It may take at least 1-2 business days to approve registration. Once approved, you will be notified by email.

If unable to read this message, click here to reset.

• How to Log On

The image shows the Savannah, GA Online Services eTRAC homepage. It features a navigation bar (Home, Permits, Plan Reviews, Inspections, Other Links) and a 'Log On' button in the top right corner, highlighted with a red box and an arrow.

TO LOG ON

On the eTRAC homepage, click "Log On" on the upper right hand corner.

ATTENTION!

If you forget your password, click **Forgot Password** and eTRAC will automatically reset and create a new password for you. Your new password will be sent to your email address.

The image shows the 'Log On' form. It has a 'User Login' section with fields for User name (jdoelectrical@yahoo.com) and Password (masked with dots). There is a 'Remember me?' checkbox and a 'Log On' button. A red arrow points to the 'Forgot Password' link below the 'Log On' button. The form also includes the City of Savannah logo and the eTRAC logo.

Remember!

—User Name is your email address.

—Password is the one you created when you registered.

• How to Complete an Online Permit Application and Pay Permit Fees

Home Permits **Permits** Inspections Other Links

Search
Apply

CITY OF *Savannah*
DEVELOPMENT SERVICES

eTRAC
ELECTRONIC TRACKING, REVIEW & APPROVAL CENTER

Welcome Lei Frazier! [Log Off] [Manage My Account]

Announcements

Citizen Access Portal

Lei Frazier Permits

Permit Number	Type	Work Class	Status	Apply Date	Issued
13-06079-ER	Electrical (R)	All-Inclusive	Submitted	07/24/2013	
13-06069-PR	Plumbing (R)	All-Inclusive	Submitted	07/24/2013	
13-06065-MR	Mechanical (R)	All-Inclusive	Submitted	07/24/2013	
13-06064-ER	Electrical (R)	All-Inclusive	Submitted	07/24/2013	
13-06031-PR	Plumbing (R)	All-Inclusive	Submitted	07/23/2013	

You must log on to eTRAC To

apply for a permit

Once logged on, all permits and plan cases that are attached to you will appear in the **PERMIT TABLE** and **PLAN TABLE**.

COMPLETING THE ONLINE APPLICATION

You must be a licensed contractor to apply for a permit. Only **Standalone** and **Temporary** permits can be submitted online.

1. On the Menu Bar, place pointer over **PERMIT** and click **APPLY** from the drop-down window.
 - Select **TYPE** and **WORK CLASS** from the drop-down window.
 - Provide a complete description of work to be completed.
 - **DO NOT** add \$ or , when entering the valuation.

Apply for a Permit

Permit Fields

Type: Electrical (R) Description: replace meter box

Work Class: Standalone Valuation: 500.00

1

Address to use

Address Type Main

No records to display.

Displaying items 0 - 0 of 0

New Search

2

ADD ADDRESS:

2. At the **Address Search** module, click **NEW SEARCH**.
3. Enter only the **street number** and **street name**. **DO NOT** enter street type Road, Street, etc. Leave remaining fields blank. Click **SEARCH**. This will pull all addresses including apartment units, shopping center and office suites.

Address Search

Street Number: 7804 Suite/Unit:

Pre Direction: -Prefix- City:

Street Name: abercorn State: -State-

Street Type: -Type- Zip Code:

Post Direction: -Postfix- County:

Address Type: -Type- Search Cancel

3

To search for a Specific Unit or Suite, follow the above steps and enter the unit /suite letter or number in the **Suite/Unit** field.

4. **SELECT** the correct address from the returned addresses. If no address is found, start a **NEW SEARCH** by entering only the street name or abbreviate the name.
5. **SAVE** the address into the application.

Address Matches

Select	Address
Select	7804 ABERCORN ST 10 SAVANNAH, GA 31406 United States USA
Select	7804 ABERCORN ST 130 SAVANNAH, GA 31406 United States USA
Select	7804 ABERCORN ST 101B SAVANNAH, GA 31406 United States USA
Select	7804 ABERCORN ST 94A SAVANNAH, GA 31406 United States USA
Select	7804 ABERCORN ST 104 SAVANNAH, GA 31406 United States USA
Select	7804 ABERCORN ST 35A SAVANNAH, GA 31406 United States USA
Select	7804 ABERCORN ST 25A SAVANNAH, GA 31406 United States USA
Select	7804 ABERCORN ST 62 SAVANNAH, GA 31406 United States USA

Displaying items 1 - 10 of 120

New Search Cancel

4

Address to use

Street Number: 780 Suite/Unit: 25

Pre Direction: City: SAVANNAH

Street Name: ABERCORN State: GA

Street Type: ST Zip Code: 31405

Post Direction: Address Type: Location County:

Save Cancel

5

Add CURRENT OWNER'S Information :

★	First Name	Last Name	Contact Type	Company	Title
	Alvin	McGrath	Applicant	MCGRATH CONSTRUCTION	GENERAL

Displaying Items 1 - 1 of 1

Buttons: Add Favorite, Add Me, Add Contact

Contact Type: Current Owner

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Buttons: Search, Cancel

Contact Type: Current Owner

First Name: Jane, Last Name: Doe, Company: , Title: , Contact ID #:

Buttons: Search, Cancel

First Name: Jane, Last Name: Doe, Company: , Title: , Contact ID #: ID-000017290, Main Address: 1701

Buttons: New Search, Add New, Add Selected, Cancel

★	First Name	Last Name	Contact Type	Company	Title
	Alvin	McGrath	Applicant	MCGRATH CONSTRUCTION	GENERAL
✖	Jane	Doe	Current Owner		

Displaying Items 1 - 2 of 2

- At the **Contact Search** Module, click **ADD CONTACT**.
- From the drop-down window select **Current Owner**, click **SELECT**.
- To find the current owner OR your contact for this job, search either by the name (using first initial and last name) OR address (using street number and street name). When done, click **SEARCH**.
- IF the owner or contact's name is displayed**, select by clicking the circle, then click **ADD SELECTED**. The name will appear in the contact table. Click **SUBMIT** to complete the application process. The permit number will appear at the top of the application.
- IF no record is displayed**, click **ADD NEW**.
- Manually add the contact or current owner's information. If you don't know the email address, type **noemail@yahoo.com**. For Company Name enter **na**, if not applicable. Provide only **one** of the three requested phone numbers. When done, click **ADD**.
- From the drop-down window select **Current Owner**, click **SET CONTACT TYPE**. The name will appear in the contact table. Click **SUBMIT** to complete the application process.

No records to display.

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Buttons: New Search, Add New, Add Selected, Cancel

First Name: Jane, Last Name: Doe, Company Name: ABC Widgets Inc, Business Phone: , E-mail: noemail@gmail.com, Home Phone: , Mobile Phone: 912-201-0000

Buttons: Add, Cancel

Select contact type for jane smith.

Contact Type: Current Owner

Buttons: Set Contact Type, Cancel



How to Pay Permit Fees online: After successfully submitting the application and receiving the permit number, on the same page, scroll down to the bottom and click **Pay Fees**. In the Invoice Record, on the upper right hand corner, click **Make Payment**. At **MyGovPay**, enter the **credit card information** and click process payment.

Note: Check payments are currently not accepted.